

# Cloud migration – claims processing update

**Date:** September 2025

**To:** All Provider Partners

**From:** Aetna Better Health® of Oklahoma Provider Relations

Dear valued provider partner,

**We're reaching out to share important information about a recent technical issue that may have affected claims processing**, and to outline the steps we're taking to resolve it.

## Background

Between June and July 2025, Aetna Better Health completed a major cloud migration to strengthen our data infrastructure. While the migration was successful, it temporarily disrupted certain claims adjudication systems.

## Impact

The disruption affected our provider validation tool, which matches claims data with OHCA records. As a result, some providers may have experienced a higher volume of claim denials during this time.

If you received denials with any of the following Remittance Advice Remark Codes (RARCs), your claims may have been impacted:

- N253, N257, N290, N216, N286, N265, N198, N262, N297

## Our resolution plan

We are actively working to correct this issue. Our technical team is reprocessing all affected claims to reverse any denials caused by the system disruption.

## **No action is required on your part.**

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## Reminders

If you are submitting your credentialing application, providers must also attest to its accuracy. Without that attestation, the application won't be finalized.

The 2025 HEDIS manual is now available. You can explore the latest quality measures on our website.

For questions call the provider services team toll free at: **1-844-365-4385**  
[ABHOKProviderEngagement@aetna.com](mailto:ABHOKProviderEngagement@aetna.com)

This provider update has been sent to:

Provider type(s) -

- IPA/Medical groups
- Primary care providers
- Specialist providers
- Hospitals
- Ancillary
- SNF
- DME
- Home health

Line of business:

- SoonerSelect

We sincerely apologize for any inconvenience this may have caused. We understand the importance of timely and accurate claims processing and appreciate your patience as we complete this remediation.

If you have questions or concerns about specific claims, please contact our Provider Engagement team at: [ABHOK.ProviderEngagement@aetna.com](mailto:ABHOK.ProviderEngagement@aetna.com)

Thank you for your continued partnership and commitment to our members' care.

Sincerely,



Aetna Better Health<sup>®</sup>  
of Oklahoma